

Calls for Less, Inc.

Calls for Less, Inc.
General Services Tariff
Kentucky

Issued Date: June 4, 1997
By: William D. Sapp - President

Effective Date: June 5, 1997
P.S.C. KY No. 2
Original Page No. 1

CHECK SHEET

Sheets Title through 45 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

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PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 05 1997

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Reed
FOR THE PUBLIC SERVICE COMMISSION

COPY

Calls for Less, Inc.
General Services Tariff
Kentucky

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Original Page No. 2

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CONCURRING CARRIERS

NONE

CONNECTING CARRIERS

WilTel, MCI and AT&T

OTHER PARTICIPATING CARRIERS

NONE

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TARIFF FORMAT

A. PAGE NUMBERING - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially; however, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For Example, a new page between pages 14 and 15 would be 14.1.

B. PAGE REVISION NUMBERS - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Kentucky Public Service Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. The most current page number on file with the Board is not always the tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. CHECK SHEETS - When a tariff filing is made with the Kentucky Public Service Commission, an updated check sheet accompanies the tariff filing. The check sheet list the pages contained in the tariff with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revisions. The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Iowa Utilities Board.

SYMBOLS

- (C) - To signify changed regulations
- (D) - To signify discontinued regulations or rate
- (I) - To signify increase in rate
- (N) - To signify new regulation or rate
- (R) - To signify reduction in rate
- (T) - To signify a change in text but no change in regulation or rate

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APPLICATION OF TARIFF

This tariff contains the descriptions, rules, regulations, rates, and charges applicable to interexchange carrier telecommunications, travel and debit (prepaid calling) cards, and IPP (COCOT) services offered by Calls for Less, Inc. dba CFL within the State of Kentucky.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS

1. Account Number - A numerical code, one or more of which is assigned to each Customer to enable each Customer to access Company's service. Account Numbers are used by Company both to prevent unauthorized access to its facilities and to identify the Customer for billing purposes. Each Customer is assigned an Account Number or Code. If a Customer wishes to have the charges on their monthly statement segregated in a particular way, they must do so by obtaining one or more Additional Account Code(s).
2. Access Line - A dedicated arrangement which connects a customer location or Company switching center.
3. Application for Service - A standard Company order form which includes all pertinent billing, technical, and other description information which will enable Company to provide telecommunications services.
4. Authorized User - A person, firm, corporation or other entity authorized by Company or customer to receive or send communications.
5. Called Station - Denotes the terminating point of a call (i.e., the called telephone number).
6. Calling Card Call - A billing arrangement whereby a customer may charge a call to a valid calling card issued by a local exchange carrier or other carriers with whom Company has billing and collection arrangements whether directly or indirectly through a billing arrangement.
7. Calls for Less, Inc. - To be recognized throughout this document as either CfL or "Company".
8. Collect Call - A billing arrangement by which the charge for a call may be charged to the called station, provided the called station accepts responsibility for such charge when asked by Company's operator.
9. Company - Calls for Less, Inc. dba CfL
10. Company Recognized Holidays - Company recognizes the following holidays: New Year's Day (January 1), Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day (December 25), The rate applicable is the Evening Rate unless a lower rate is applicable.
11. Credit Card Call - A billing arrangement whereby a customer may charge a call to a valid commercial credit card.
12. Customer - The person, firm, partnership, corporation or other entity which subscribes or orders in compliance with tariff regulations. Customers also may be the party who is responsible for the payment of charges.
13. Debit Card (i.e. Prepaid Calling Card) - A service that allows a customer to pay in advance for long distance and utilize the service through 800 access. As the customer uses the service the per minute rate is deducted from the advance payment. Each time the customer uses the service they are given the remaining balance in their account. International travelers and customers who need long distance service at a reasonable rate instead of using operator assisted services or coins.
14. Dedicated Access - A special access line from the customer premises to Local Exchange Company.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS (CONTINUED)

15. End User - Any person, firm, partnership, corporation, or other entity whose furnished telecommunications services are under the provisions and regulations of Company's tariff. End User is typically a member of the transient public and if so, does not negotiate directly with Company for provisioning or termination of service.
16. Installation - The connection of a dedicated access line, or port for a new or additional service.
17. Intrastate Call - Any call which originates and terminates within the State of Kentucky.
18. Local Exchange Carrier - A company which furnishes local telephone service.
19. Major Credit Card - Company recognized major credit cards include the following: American Express, Discover, MasterCard, and VISA.
20. Operator Dialed Surcharge - In addition to the per minute rates an Operator Dialed Surcharge applies to Operator Station and Person-to-Person calls when the customer has the capability of dialing all the digits necessary to complete a call, but elects to dial the appropriate operator code ("O", "OO", or "10XXX") and request the operator to dial the called station.
21. Operator Station - A call type other than person-to-person whereby the assistance of an operator is required to complete a call. For the purpose of this tariff, Operator Services shall be provided by AT&T, unless an alternate OSP is selected by End User.
22. Operator Surcharge - A fee that may be applied to calls which require the assistance of an operator. This charge may vary depending upon the call type selected by End User.
23. Person-to-Person - A call type whereby the caller originating the call specifies to an operator a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.
24. Premises - Space designated by a customer for termination of Company's service. In the case of a non-profit sharing group, this term includes space at sharer's place of business.
25. Processing Fee - A fee which Company may charge a Customer on a one-time basis to cover the cost of processing the Customer's initial service application and assigning Account Number(s) to the customer.
26. Rate Period - For all purposes of this tariff, the following rate period definitions shall apply:

Day:	8:00 a.m. to 5:00 p.m.*, Monday through Friday
Evening :	5:00 p.m. to 11:00 p.m.*, Sunday through Friday
Night/Weekend	11:00 p.m. to 8:00 a.m.*, all week days and Sundays - Saturday all day - Sunday 8:00 a.m. to 5:00 p.m.

* To but not inclusive.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS (CONTINUED)

- 27. Service Area - Refers to the entire State of Kentucky.
- 28. Special Access - A special access line from customer premise to Local Exchange Company.
- 29. Station - Any location from which long distance calls may be placed or received.
- 30. Subscriber - The person, firm, partnership, corporation, or other entity who owns, leases or otherwise manages the pay telephone(s), PBX, or other switch vehicle from which an End User places a call utilizing the service of Company.
- 31. Third Party Billed Call - A billing arrangement by which the charges for a call are billed to a number that is different from the calling number and the called number; provided that the third party accepts responsibility for such charge when asked by an operator.
- 32. Volume Discount - A pricing concept which rewards volume users.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS (CONTINUED)

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SECTION I - TECHNICAL TERMS AND DEFINITIONS (CONTINUED)

TABLE OF ACRONYMS

1. ANI - Automated Numbering Identification - A type of signaling provided by a Local Exchange Company which automatically identifies the local exchange line from which a call originates.
2. BOC - Bell Operating Company
3. CfL - Calls for Less, Inc.
4. COCOT - Customer Owner Coin Operated Telephone
5. DS-1 - A high digital communications service with a transmission rate of 1.544 million bits per second, or the equivalent of 24-voice channels transmitting at 64 thousand bits per second each.
6. FGB Access - Feature Group B Access. 950-XXXX Dialing procedures.
7. FGD Access - Feature Group D Access. 10XXX dialing, one plus dialing procedures.
8. IPP - Independent Payphone Provider
9. IRC - International Record Carrier.
10. LATA - Local Access Transport Area.
11. LEC - Local Exchange Company
12. NSC - Network Switching Center.
13. OSP - Operator Service Provider
14. POP - Point of Presence - A physical location within a LATA at which an Interexchange Company establishes itself for the purpose of obtaining LATA access and to which the BOC/LEC provides access.

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SECTION II - RULES AND REGULATIONS

1. Description of Service

- 1.1 For purpose of this tariff, the service provided by Company is the resale of interexchange carrier telecommunications, travel and debit (prepaid calling card), and IPP (COCOT) services within the State of Kentucky.
- 1.2 The facilities of Company will be available as soon as practicable upon receipt of an order between those points in different LATAs as specified. Interconnection of Company's facilities with the facilities of other duly authorized and regulated communications common carriers, and with International Record Carriers ("IRC"), will be permitted.
- 1.3 The obligation of Company to provide service is dependent upon its ability to procure and maintain facilities which are required to meet Subscriber's order for service. Company will make all reasonable efforts to secure the necessary facilities and will amend its tariff accordingly, providing such new service will not adversely affect Company's present services.
- 1.4 Company, when acting on Subscriber's request, and as Subscriber's authorized agent, will make reasonable efforts to arrange for service requirements which may include terminal equipment, circuit conditioning, or connection access.
- 1.5 To use Company's service, the Customer accesses Company's system, the Customer's phone number or security code or other billing type is verified and the call is processed.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

2. Application for Service

- 2.1 Company requires a Subscriber to sign an application form furnished by Company and to establish credit as provided in these Rules and Regulations, as a condition precedent to the initial establishment of such service. Company's acceptance of an order for service to be provided an applicant whose credit has not been duly established may be subject to the provision described, § II, 3, Deposits.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

3. Deposits/Advance Payment

- 3.1 All rules and regulations pursuant to 807 KAR 5:006 Section 7 will apply in addition to the following:
- 3.2 Each applicant for service will be required to establish credit. Any applicant whose credit has not been duly established may be required to make a deposit to be held as a guarantee of payment of charges at the time of application. In addition, any existing Subscriber may be required to make a deposit or increase a deposit presently held. No additional or subsequent deposit shall be required of residential customers whose payment record is satisfactory, unless the customer's classification of service changes.
- 3.3 A deposit/advance payment is not to exceed the estimated charges for two (2) months service based on previous telephone service or Company's Kentucky average.
- 3.4 A deposit will be returned:
 - 3.4.1 when an application for service has been canceled prior to the establishment of service. The deposit will be applied to any charges applicable in accordance with the tariff and the excess portion of the deposit will be returned.
 - 3.4.2 at the end of twelve (12) months of timely payment with one (1) forgiveness in the twelve (12) month period.
 - 3.4.3 or upon the discontinuance of service if before twelve (12) months. Company will refund Subscriber's deposit or the balance in excess of unpaid bills for the service.
- 3.5 The fact that a deposit has been made in no way relieves Subscriber from complying with the regulations with respect to the prompt payment of bills.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

4. Use of Service

- 4.1 Neither Subscriber nor their authorized End Users may use the service furnished by Company for any unlawful purpose. Use and restoration of the service furnished by Company will be in accordance with the rules of the Kentucky Public Service Commission.
- 4.2 The service offered herein may be used for one or more of the following:
 - 4.2.1 for the transmission of communications to or by the customer.
 - 4.2.2 for the transmission of communications to or from an authorized End User or joint user.
 - 4.2.3 for the transmission of communications to or from Subscriber of another common carrier, which has subscribed to Company's communications service for purposes of resale.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

5. Limitations

- 5.1 Service is offered, subject to the availability of the necessary facilities and/or equipment and subject to the provisions of the tariff. Company reserves the right not to provide service to or from a Customer where the necessary facilities or equipment are not available.
- 5.2 Company reserves the right to discontinue furnishing service, upon written notice, when necessitated by conditions beyond its control or when the provisions of this tariff, or in violation of the law.
- 5.3 Service may be discontinued by Company by blocking traffic to certain cities or NXX exchanges or by blocking calls using certain customer authorization codes when Company deems it necessary to take such action to prevent unlawful use of its service. Notice will be given to the customer within 24 hours of when the blocking commences. Company will restore service as soon as it can be provided without undue risk.
- 5.4 There are no limits on the number of calls placed or the length of individual calls.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

6. Terms and Conditions

- 6.1 Service is provided and billed on the basis of a minimum period of at least one month, beginning on the date that billing becomes effective, and continues to be provided until canceled, by the customer, in writing, with no less than thirty (30) days notice.
- 6.2 In the event a customer orders a Company option that does not require a monthly subscription fee, Company reserves the right to treat a period of non-use of not less than ninety (90) days a cancellation and to discontinue furnishing service, with five (5) day notice, after such ninety (90) day period.
- 6.3 Service is offered on a monthly basis, twenty-four (24) hours per day. It is also offered on a Metered Use basis.
- 6.4 For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.
- 6.5 The name(s) of the customer(s) desiring to use the service must be stipulated in the application for service.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

7. Liability

- 7.1 The liability of Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service and not caused by the negligence of the customer or of Company in failing to maintain proper standards of maintenance, shall in no event exceed an amount equivalent to the proportionate charge to the customer or End User for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur.
- 7.2 Company shall be indemnified and held harmless by the customer against claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over Company's channels.
- 7.3 When the facilities of other carriers are used in establishing connections to points not reached by Company's facilities, Company is not liable for any act or omission of the other carrier(s).
- 7.4 Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment.
- 7.5 The customer indemnifies and holds Company harmless from any and all loss, claims, demands, suits or other action, whether suffered, made, instituted or asserted by the customer or by any other party or persons, for any personal injury to, or death of, any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment so used, which is not regulated.
- 7.6 Company shall not be liable for any failure of performance due to causes beyond its reasonable control, including, but not limited to, acts of God, fires, meteorological phenomena, floods, or other catastrophes; national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppages or other labor difficulties, and any law, order regulation or other action of any governing authority thereof.
- 7.7 Company shall not be liable for:
- 7.7.1 Unlawful use or use by an unauthorized person of Company's facilities and services.
- 7.7.2 Any claim resulting from furnishing, installation, operation, maintenance, or removal or facilities at customer's premise(s).
- 7.7.3 Any claim arising out of a breach in the privacy or security of communications transmitted over Company facilities.
- 7.7.4 Changes in any of the facilities, operations, services or procedures of Company that render any facilities or services provided by Subscriber obsolete, or require modification or alteration of such facilities or services, or other wise affect their use or performance. Company will endeavor to advise customer on a timely basis of such change.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

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SECTION II - RULES AND REGULATIONS (CONTINUED)

8. Interconnection With Other Carriers

- 8.1 Service furnished by Company may be connected with services or facilities of another participating carrier, as named in this tariff. Such interconnection may be made at a Company terminal or entrance site, at a terminal of another participating customer, or at the premises of a customer, joint user, or authorized End User. Service furnished by Company is not part of a joint undertaking with such other carrier(s).

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SECTION II - RULES AND REGULATIONS (CONTINUED)

9. Change in Service Agreement

- 9.1 When a change in service arrangement involves the continued use by the customer of circuits furnished by Company, installation charges do not apply to the circuits continued in use. The minimum service period and monthly fees for the circuits contained in use is determined from the date of initial installation thereof.

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PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

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Calls for Less, Inc.
General Services Tariff
Kentucky

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Effective Date: June 5, 1997
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SECTION II - RULES AND REGULATIONS (CONTINUED)

10. Inspection

- 10.1 Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine that the requirements of this tariff are being complied with, in the installation, operation, and/or maintenance of the customer or Company equipment. Company may interrupt the service at any time, without penalty to Company, because of departure from any of these requirements.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

11. Testing and Adjustments

- 11.1 Upon reasonable notice, the circuits provided by Company shall be made available to Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition; no interruption allowance will be granted for the time during which such tests and adjustments are made if interruption is less than 24 hours. Credit allowance will be pro rated based on the amount of time of the interruption over 24 hours.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

12. Interruption of Service

- 12.1 Subscriber shall notify Company of any interruption in service. Before giving such notice, Subscriber shall ascertain that the trouble is not being caused by any action or omission of Subscriber or is not in wiring or equipment, if any, furnished by the LEC, Company, or Subscriber and connected to Company's facilities.
- 12.2 For purpose of credit computation, every month shall be considered to have 720 hours.
- 12.3 No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours, other than for testing and adjusting.
- 12.4 Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, Company shall reestablish service with the shortest possible delay.
- 12.5 Arrangements shall be made to receive and record trouble reports twenty-four (24) hours daily and also to clear trouble of an emergency nature; at night, on holidays, on weekends, as well as during regular working hours.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

13. Payment Arrangements

Paragraphs 13.1 through 13.9, below, apply only to services for which Company bills directly. For services billed to local exchange telephone accounts, calling cards or credit cards, reference paragraph 13.10.

13.1 The End User is responsible for payment of all charges for services furnished. Charges for installation, physical or administrative changes, expedites, or cancellation of orders are payable upon completion. Recurring charges are billed in advance.

13.2 For billing of fixed charges, service is considered to be established upon the day in which Company notifies Subscriber of installation and testing of Subscriber's service.

13.3 The End User will be billed for all usage accrued beginning immediately upon access to the service. After twenty (20) days from rendition of the billing, it shall be considered past due and a late payment charge of one and one-half percent (1.5%) per month will be applied to the balance. Payment will be considered timely if paid within twenty (20) days of rendition of the billing. rendition begins upon depositing of billing in the US mail, postage prepaid. Pursuant to 807 KAR 5:006, Section 8(h), the late payment penalty may be assessed only once on any bill for rendered services. Any payment received shall first be applied to the bill for rendered services. Additional penalty charges will not be assessed on unpaid penalty charges.

13.4 Customer will be granted one (1) forgiveness of a late payment charge each calendar year if a late payment is received.

13.5 A customer who discontinues service or whose service is canceled by Company and/or in accordance with sections of this tariff, and wishes to reinstate service, may be subject to a reconnection charge of an amount not to exceed twenty-five dollars (\$25.00).

13.6 If notice of a dispute as to charges is not received, in writing, in person at Company's office, or by telephone, by Company after an invoice is rendered, such invoice shall be deemed to be correct. If customer disputes amount on billing and does not receive satisfactory results from contacting Company, Company will provide a written notice to the complainant of his right to file a complaint with the Kentucky Public Service Commission at the following number, (502)564-3940. Undisputed amount of billing should be paid on a timely basis or service may be subject to termination.

13.7 A charge of no more than twenty dollars (\$20.00) will apply whenever a check or draft presented for payment, within a reasonable time period, of service is not accepted by the institution on which it is written.

13.8 Customers will be billed for and are liable for payment of all applicable federal, state, and local taxes, surcharges or other assessments including such amounts as Company may be authorized to pass through to the customer as stated in this tariff.

Company will provide a toll-free telephone number for inquiries regarding bills or service. This toll free number will be 1 - 800 - 354-5377 and will be available to customers on a daily 24 hours basis.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

13. Payment Arrangements (Continued)

- 13.10 Certain calls (e.g. O+, credit card or calling card calls) may be billed by local exchange carriers or other billing agents on behalf of Company. In these situations, the payment rules agreed upon between the company, billing agent and/or the End User apply. This would include, but not exclusively, late payment fees and due date requirements. The End User may never the less refer any billing inquiries or disputes directly to Company in accordance with this Section.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

14. Customer Complaints

- 14.1 For consideration of any disputed charges, an End User must submit in writing to Company, the call details and the basis for any requested adjustments. An investigation will be conducted promptly and thoroughly. Records are kept on file showing the name and address of each complainant, the date of complaint and the nature and disposition of complaint. This information is available for inspection by the Commission or its staff upon request.
- 14.2 Within thirty (30) days of receiving a written complaint Company will provide written notice as to the status of the complaint.
- 14.3 Should the complaint not be resolved by payment due date, End User will pay the undisputed amount.
- 14.4 If a complaint is not resolved to End User's and/or Company's satisfaction a filing for a resolution may be filed with the Kentucky Public Service Commission at the following address:

Kentucky Public Service Commission
Schlenke Lane
P.O. Box 615
Frankfort, KY 40602

- 14.5 Company provides the following 800 toll-free number for customer complaints:

800-354-5377.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

15. Disconnection of Service by Customer

- 15.1 Customer must give advance verbal or written notice for disconnection of any Company service. Company will have up to thirty (30) days to complete disconnect. Subscriber will be responsible for all charges for thirty (30) days or until the disconnection is effected, whichever is sooner. This thirty (30) day period will begin on the day of receipt of notice from Subscriber.

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SECTION II - RULES AND REGULATIONS (CONTINUED)

16. Cancellation of Service by Company

- 16.1 Company, by written notice to Subscriber or applicant, may immediately cancel the application for or discontinue service without incurring any liability for any of the following reasons:
- 16.1.1 ...a violation of or failure to comply with any regulation governing the furnishing of service under this tariff.
- 16.1.2 ...upon written notification, Company will discontinue furnishing service to a Subscriber who has not used the service for a period of ninety (90) days and who appears, after investigation to have left the community or who advises Company that Company's service(s) is no longer desired and no longer desires to be carried as a customer.
- 16.1.3 ...an order of a court or other government authority having jurisdiction which prohibits the Company from furnishing service.
- 16.2 Cancellation of service may occur after, not less than, five (5) days prior notice in accordance with Commission rules, for the following reasons:
- 16.2.1 ...customer's failure to pay regulated sum due Company for service after twenty-five (25) days of the date Company rendered its bill in the U.S. Mail for such service.
- 16.2.2 ...for failure of the customer or prospective customer to furnish service equipment, permits, certificates, rights if way necessary to obtain service or for the failure of the customer to fulfill the contractual obligations imposed upon customer as conditions of obtaining service by a contract filed with the subject to the regulatory authority of the Commission.
- 16.2.3 ...in the event the service is to be used for unlawful purposes.
- 16.3 Company has the right to refuse or discontinue service to any premises at any time it finds it necessary to protect itself against intentional abuse.

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SECTION III - DESCRIPTION OF SERVICE

1. General Description of Service

- 1.1 For purposes of this tariff, the service provided by Company is the resale of interexchange carrier telecommunications, travel and debit (prepaid calling) cards, and IPP (COCOT) services.
- 1.2 Company offers its services subject to the provisions of this tariff.
- 1.3 Company's services are offered to Subscribers on a monthly basis.
- 1.4 Company's services are offered to Subscribers twenty-four (24) hours per day.
- 1.5 All services shall remain in effect for a minimum of thirty (30) days.
- 1.6 Company offers its services subject to the availability of the necessary facilities and/or equipment. Company reserves the right to refuse to provide service to or from any location where the necessary facilities and/or equipment are not available.

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SECTION III - DESCRIPTION OF SERVICE (CONTINUED)

2. Call Completion

- 2.1 Not more than one (1) call per hundred (100) calls during a typical "busy hour" will receive a busy signal from Company's terminal or experience any other service delay related to Company's facilities or service. Company is not responsible for delays or signal degradation caused by the phone company.

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SECTION III - DESCRIPTION OF SERVICE (CONTINUED)

3. Calculation of Charges and Distance

- 3.1 Charges for Company's service(s) are based on the distance and duration of the call, and the rate period (Day or Non-Day) when the call is placed.
- 3.2 Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. For the purpose of determining airline mileage, vertical and horizontal grid lines have been established across the United States and Canada. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A vertical (V) and a horizontal (H) coordinate is computed for each local exchange company primary serving office and from its latitude and longitude location by use of appropriate map-projection equations. A pair of V_H coordinates locate a primary serving office or serving office for determining airline mileage, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two primary serving offices or serving offices is the airline mileage computed as follows:

FORMULA:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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SECTION III - DESCRIPTION OF SERVICE (CONTINUED)

4. Service Offerings

- 4.1 CfL Business is a flat rate, direct access service. This service is designed for businesses that conduct the majority of their business during the day. There is no installation or monthly fee. Calls are billed in six (6) second increments. For rate schedule § IV, 1.
- 4.2 CfL Residential is a flat rate, direct access service. This service is designed for residential users. There is no installation or monthly fee. Calls are billed in six (6) second increments. For rate schedule § IV, 2.
- 4.3 CfL Dedicated Outbound is a flat rate, special access service. This service is designed for high volume businesses that conduct the majority of their business during the day. Calls are billed in six (6) seconds increments. For rate schedule § IV, 3.
- 4.4 CfL Dedicated Inbound is a flat rate, special access service. This service is designed for high volume businesses that conduct the majority of their business during the day. Calls are billed in six (6) seconds increments. For rate schedule § IV, 4.
- 4.5 CfL 800 is a flat rate, direct access, incoming only service offering. The customer can use a regular telephone line to receive calls with this service. There is no installation or monthly fee. Calls are billed in six (6) second increments. For rate schedule § IV, 5.
- 4.6 CfL Travel Service allows the customer to call an 800 number and use an authorization code to gain access to Company's network from any of the forty-eight (48) contiguous states. There is no installation or monthly fee. Calls are billed in full minute increments for billing purposes. For rate schedule § IV, 6.
 - 4.6.1 Travel I, Promotional
 - 4.6.2 Travel II, Generic
- 4.7 CfL Debit Card (Prepaid Calling Card) Service is an advance payment service for long distance services that allows a customer to access their account through an 800 number. This service was developed for International travelers and individuals who have not established local service and need a reasonable alternative to operator assisted services and coins. . There is no installation or monthly fee. Calls are billed in full minute increments for billing purposes. For rate schedule § IV, 7.
 - 4.7.1 Debit Card I, Promotional
 - 4.7.2 Debit Card II, Generic

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SECTION III - DESCRIPTION OF SERVICE (CONTINUED)

4. Service Offerings - Continued

4.8 Directory Assistance - Company offers Interstate and Intrastate Directory Assistance.

4.8.1 - Intrastate Directory Assistance is offered and billed on a per call basis. To access intrastate directory assistance, the End User dials 1-411. No additional measure use per call charges apply.

4.8.2 - Interstate Directory Assistance is offered and billed on a per call basis. To access interstate directory assistance, the End User dials Area Code + 555-1212. No additional measure use per call charges apply. For rate schedule § IV, 8.

4.9. CfL IPP (COCOT) Services are available throughout the entire State of Kentucky. Target area for service application shall be primarily, but not exclusive to, Truck Stops. Calls are billed in full minute increments for billing purposes. There is a four (4) minute minimum per call. For rate schedule § IV, 9.

4.10 CfL Voice Mail is a feature of the CfL Travel Service (§ III, 4.6) and CfL Debit Card (§ III, 4.7) that allows a customer to access their account through an 800 number to leave and/or retrieve messages. The maximum length per message is one (1) minute. Messages may be saved for a maximum of four (4) days. Calls are billed in full minute and thirty (30) second increments for billing purposes. For rate schedule § IV, 10.

4.11 Special Promotions. Company may from time to time engage in special promotional trial service offerings of limited duration, {not to exceed ninety (90) days a per customer basis, for non-optional, recurring charges}, designed to attract new Subscribers or to increase Subscriber awareness of a particular tariff offering. request for promotional offerings will be presented to the Commission for its review, in accordance with the rules and regulations established by the addendum to Company's rates and charges.

4.12 Payment and Billing - CfL will direct bill its business, residential, 800 service, and travel cards, services pursuant to Commission Rules. Debit Cards are prepaid.

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SECTION III - DESCRIPTION OF SERVICE (CONTINUED)

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SECTION IV - RATES AND CHARGES

1. CfL Business Service
 \$.1184 flat rate day
 \$.1007 flat rate non-day
 Description of CfL Business Service is as stated, § III, 4.1.
2. CfL Residential Service
 \$.1184 flat rate day
 \$.1007 flat rate non-day
 Description of CfL Business Service is as stated, § III, 4.2.
3. CfL Dedicated Outbound
 \$.0728 flat rate day
 \$.0658 flat rate non-day
 Description of CfL Dedicated Outbound is as stated, § III, 4.3.
4. CfL Dedicated Inbound
 \$.0728 flat rate day
 \$.0658 flat rate non-day
 Description of CfL Dedicated Inbound is as stated, § III, 4.4.
5. CfL 800 Service
 \$.1184 flat rate day
 \$.1007 flat rate non-day
 Description of CfL 800 Service is as stated, § III, 4.5.

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SECTION IV - RATES AND CHARGES (CONTINUED)

6. CfL Travel Service I and II
 - 6.1 CfL Travel Service I - Promotional - Customized design of card varies from location to location, (ie: location logo, colors, etc.)
\$.3300 flat rate day and non-day
\$.7500 surcharge per call
 - 6.2 CfL Travel Service II - Utility - Generic card with CfL logo.
\$.2500 flat rate day and non-day
\$.5000 surcharge per call
Description of CfL Travel Service is as stated, § III, 4.6.
7. CfL Debit Card Service I and II
 - 7.1 Debit Card I, CfL Debit Card Service - Promotional - Customized design of card varies from location to location, (ie: location logo, colors, etc.)
\$.3300 flat rate day and non-day
 - 7.2 Debit Card II, CfL Debit Card Service - Utility - Generic card with CfL logo.
\$.2500 flat rate day and non-day
Description of CfL Debit Card Service is as stated, § III, 4.7.

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SECTION IV - RATES AND CHARGES (CONTINUED)

8. Directory Assistance
 - 8.1 Intrastate Directory Assistance
\$.65 per call
No additional measure use per call charges apply.
 - 8.2 Interstate Directory Assistance
\$.65 per call
No additional measure use per call charges apply.
Description of CfL Directory Assistance is as stated, § III, 4.9.
9. IPP (COCOT)
\$.2500 per minute
There is a four (4) minute minimum per call.
Description of CfL IPP (COCOT) Service is as stated, § III, 4.10.
10. CfL Voice Mail
 - 10.1 CfL Voice Mail I
\$.2500 for first minute of retrieval
\$.1500 for each additional half minute of retrieval
\$.1500 surcharge per access of User's mailbox
 - 10.2 CfL Voice Mail II
\$.2000 for first minute of retrieval
\$.1000 for each additional half minute of retrieval
\$.1000 surcharge per access of User's mailbox
Description of CfL Voice Mail Service is as stated, § III, 4.11.
11. Payment Arrangements
Pursuant to § II, 13.7 a \$ 5.00 charge will be assessed or 5% of the face value of the check or draft, whichever is greater, shall be imposed.

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SECTION IV - RATES AND CHARGES (CONTINUED)

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ATTACHMENT I
SAMPLE OF POSTING

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Payphone Sticker

The sticker that is issued is in compliance with the FCC's Telephone Operator Consumer Services Improvement Act of 1990.

Long Distance Service Provided By:
WilTel or MCI
For assistance with these calls please dial "OO"

Operator Assistance Calls Provided By:
AT&T
Dial O for assistance with local or local exchange
carrier calls.
To use alternative carrier please use appropriate
access code.
EMERGENCY DIAL 911 (Where available) OR "O"
En caso de emergencia lame 911
(Donde Sea Disponible) o "O" Operadora.
Most Major Credit cards Accepted

For inquiries or to lodge a complaint
For Calls Outside of the State
Dial Toll Free 1-800-324-6060
FCC Enforcement Division CCB
Room 6262 Washington, DC 20554

For inquiries or to lodge a complaint
For Calls Within the State
Write to:
Public Service Commission
Consumer Division
Schlenke Lane
P.O. Box 615
Frankfort, KY 40602

Telephone Owned By:
Calls for Less, Inc. dba CfL
PO Box 1550
North Sioux City, SD 57049
24 Hour Customer Service: 1-800-354-5377
Business Office: 1-800-211-5848

PUBLIC SERVICE COMMISSION
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General Services Tariff
Kentucky

Issued Date: June 4, 1997
By: William D. Sapp - President

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